



program supervisor who indicates that the appellant processes and reviews renewal applications requiring several key attributes. He states that she displays confidence in dealing with demanding retired police officers, fulfills her role in a professional and informative manner with little or no direction, and is reliable and accurate.

## CONCLUSION

*N.J.A.C.* 4A:3-3.9(e) states that in classification appeals, the appellant shall provide copies of all materials submitted, the determination received from the lower level, statements as to which portions of the determination are being disputed, and the basis for appeal. Information and/or argument which was not presented at the prior level of appeal shall not be considered.

The definition section of the job specification for Agency Services Representative 2 states:

Under the limited supervision of a supervisory official in a State department, agency or institution, provides front-line and behind the scenes customer and other support services involving the review, processing and issuance of agency documents; provides information to customers regarding department/agency programs and services; may provide guidance and assistance to clerical staff; does other related work as required.

The definition section of the job specification for Agency Services Representative 3 states:

Under the general supervision of a supervisory official in a State department or agency or institution, provides front-line and behind the scenes customer and other support services involving the review, processing and issuance of agency documents; provides specialized information to customers regarding department/agency programs and services; handles the more complex and/or sensitive customer issues, requests and complaints; does other related work as required.

The major focus of positions classified as Agency Services Representatives is public contact. Incumbents spend a majority of their work time responding to questions and soliciting information, orally and in writing, from members of the general public, co-workers, and others for the purpose of processing agency documents. Other clerical support functions may be assigned from time to time, but should not be the primary emphasis of the position. In addition, the Agency Services Representative 2 requires familiarity with organizational procedures and rules and may involve a limited exercise of independent judgment. This incumbent

is expected to have a basic understanding of the program in which they work and the services provided in order to answer questions and explain the clarify rules, policies and procedures without frequent supervisory oversight. Incumbents at this level should be able to effectively handle irate customers, or those who have trouble articulating their questions or problems. They may process multi-step transactions or transactions that require knowledge and a general understanding of operations across internal units. The Agency Services Representative 3 performs more complex or sensitive work. They are expected to have considerable experience and familiarity with organizational procedures and rules, and be able to provide specialized information of a varied nature. Also, incumbents at this level are expected to perform research and be able to explain laws and regulations, and technical information. They resolve complex, varied and sometimes difficult issues and exercise independent judgment where clear precedent does not exist.

Based upon a thorough review of the information presented in the record, the duties of the appellant's position do not match, as a primary focus, the definition for Agency Services Representative 3. The appellant spends 20% of her time processing permits to carry handguns; 20% of her time copying and forwarding applications to former employers for verification and endorsement; 20% of her time researching and preparing notarized affidavit requests; and 40% of her time (5% or less each) training new employees, interns and temporary personnel, handling mail, customer service, conducting criminal background checks, file and ledger maintenance, daily attendance, reviewing applications and documents for armored car employees, reviewing applications and documents for other reasons, and maintaining statistics.

It is noted that how well or efficiently an employee does her job, length of service, volume of work and qualifications have no effect on the classification of a position currently occupied, as *positions*, not employees are classified. *See In the Matter of Debra DiCello* (CSC, decided June 24, 2009). The record does not support that the appellant makes independent decisions, resolves more difficult issues, performs varied work, and performs more complex work, which would warrant the higher title.

Accordingly, a thorough review of the entire record fails to establish that the appellant has presented a sufficient basis to warrant an Agency Services Representative 3 classification of her position.

### **ORDER**

Therefore, the position of Sherry Velez is properly classified as Agency Services Representative 2.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 9<sup>th</sup> DAY OF MAY, 2019



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